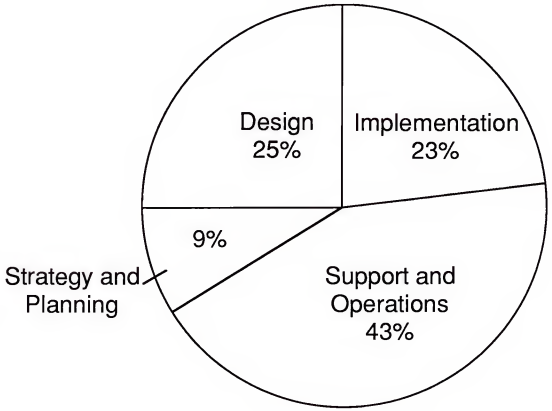
Exhibit C-1

1991 Tennessee TA EUS Services Expenditures by Type of Service



1991 Services Market = $95 million

Exhibit C-2

1991 EUS Services Market Opportunity: Tennessee TA*

Industry	EUS Market	
	$ Millions	Percent
Banking	4	4
Insurance	2	2
Discrete Manufacturing	28	29
Process Manufacturing	21	22
Distribution	18	19
State/Local	12	13
Telecommunications, etc.	8	8
Federal	3	3
Total	95	100

Note: Individual dollars and precents rounded, therefore, may not equal total

Exhibit C-3

Tennessee TA
EUS Services Growth Components, 1991-1994

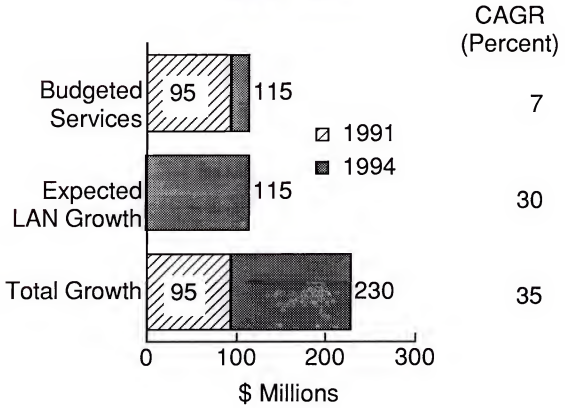


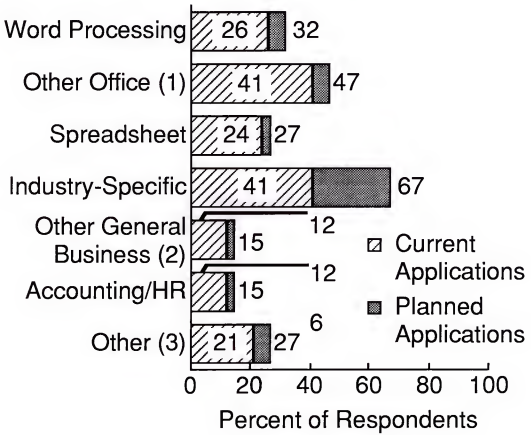
Exhibit C-4

1991 EUS Services: Variances in Growth Rate by Industry

Industry Group	Points Above or Below Average Growth Rate
Banking	+5
Insurance	-3
Discrete Manufacturing	0
Process Manufacturing	+5
Wholesale/Retail Distribution	-3
State/Local (Including Education)	-5
Telecommunications, Utilities and Transportation	+3
Federal	-5

Exhibit C-5

Application Focus: Tennessee TA

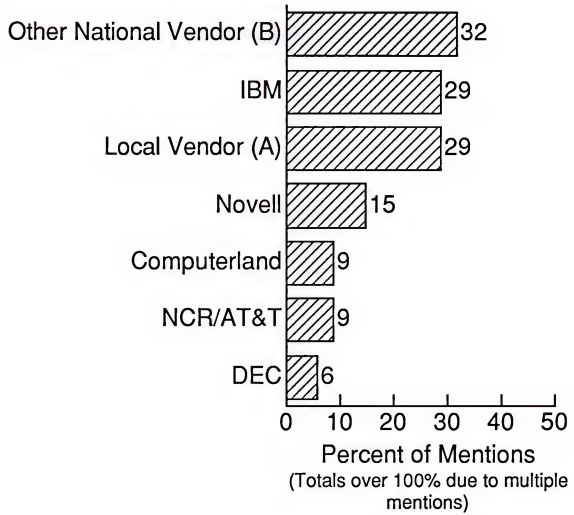


Examples
(1) Electronic mail, graphics, data base
(2) Sales/marketing, decision support, forecasting
(3) 3270 emulation, branch support

Open-ended question coded

Exhibit C-6

Vendors Supplying Services in Tennessee TA



A: See list in Exhibit C-7
B: Includes Apple, Entree, Andersen, Sears, Datapoint

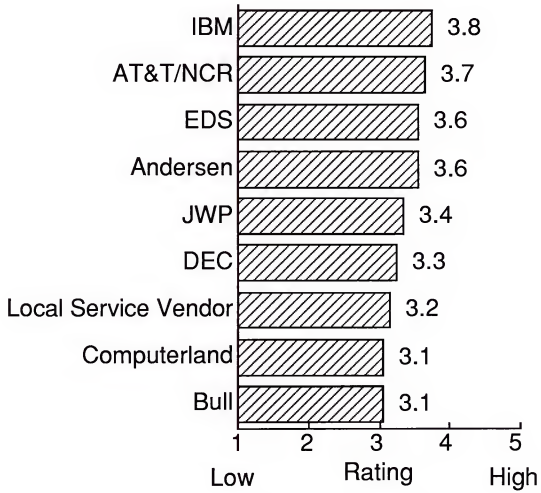
Exhibit C-7

Local Service Vendors: Tennessee

"Small Firms"
A and V
Dial Hand
Gateway 2000
Lanette
Redex
Systems Management
Thomas-Conrad

Exhibit C-8

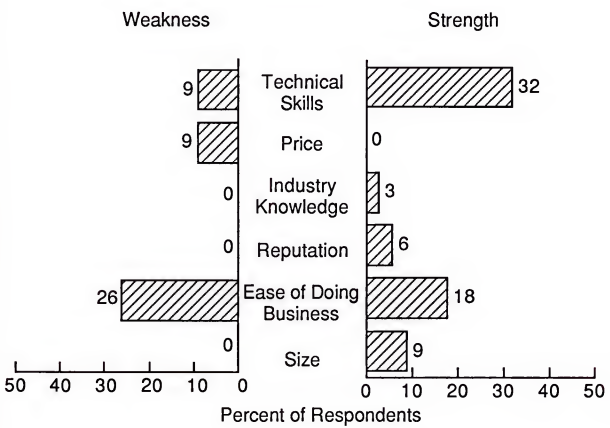
User Rating of Vendors' Ability to Meet User Needs (Tennessee TA)



Differences of 0.4 or less are not meaningful.

Exhibit C-9

IBM Strengths and Weaknesses (Tennesse TA)

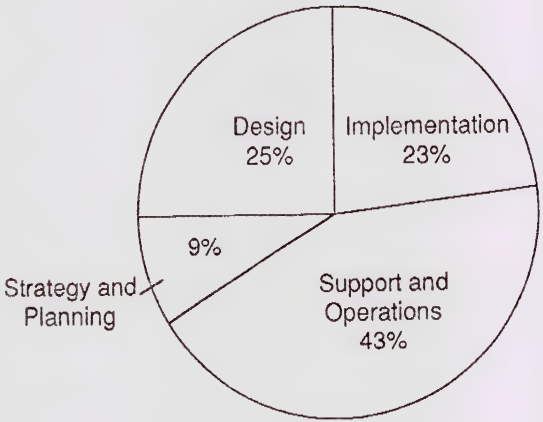


Open-ended questions coded

C

Exhibit [redacted]-1

1991 Tennessee [redacted] TA
EUS Services Expenditures by Type of Service



1991 Services Market = $[redacted] million

95

Exhibit C-2

1991 EUS SERVICES MARKET OPPORTUNITY: TENNESSEE TA*

Industry	EUS Market $ Millions	EUS Market Percent
Banking	$4	4
Insurance	2	2
Discrete Manufacturing	28	29
Process Manufacturing	21	22
Distribution	18	19
State/Local	12	13
Telecommunications, etc.	8	8
Federal	3	3
TOTAL	$95	100

Note: Individual dollars and percents rounded, therefore, may not equal total

Exhibit 4-3

Tennessee [redacted] TA

EUS Services Growth Components, 1991-1994

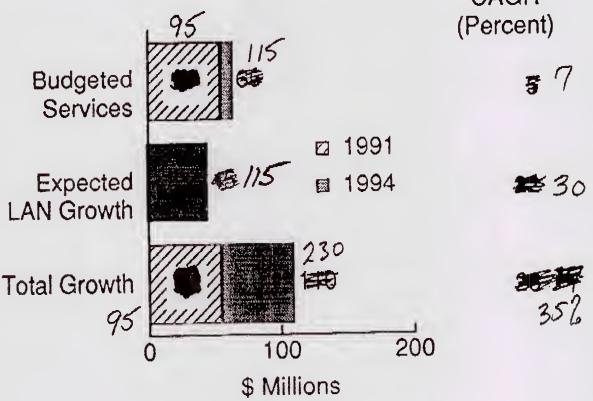


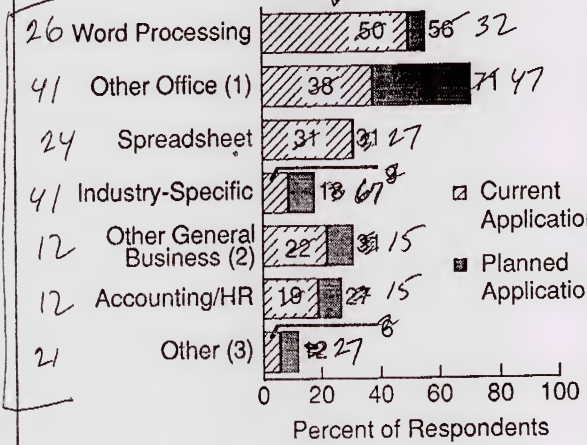
Exhibit C-4

1991 EUS SERVICES:
VARIANCES IN GROWTH RATE BY INDUSTRY

Industry Group	Points Above or Below Average Growth Rate
Banking	+5
Insurance	-3
Discrete Manufacturing	0
Process Manufacturing	+5
Wholesale/Retail Distribution	-3
State/Local (including Education)	-5
Telecommunications, Utilities and Transportation	+3
Federal	-5

Exhibit C-5

Application Focus: Tennessee [redacted]TA



Examples
(1) Electronic mail, graphics, data base
(2) Sales/marketing, decision support, forecasting
(3) 3270 emulation, branch support

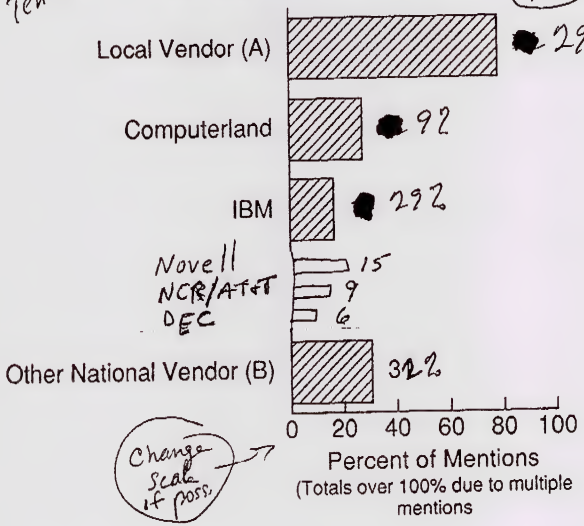
Open-ended question coded

Exhibit C-6

Vendors Supplying Services in [redacted] TA

Tennessee [redacted]

Sort by rank



Change scale if poss.

A: See list in Exhibit C-7

B: Includes Apple, ~~Novell~~, Entree, ~~[redacted]~~ Andersen, Sears, Datapoint

Exhibit C-7

LOCAL SERVICE VENDORS: TENNESSEE

"Small firms"

A and V

Dial Hand

Gateway 2000

Lanette

Redex

Systems Management

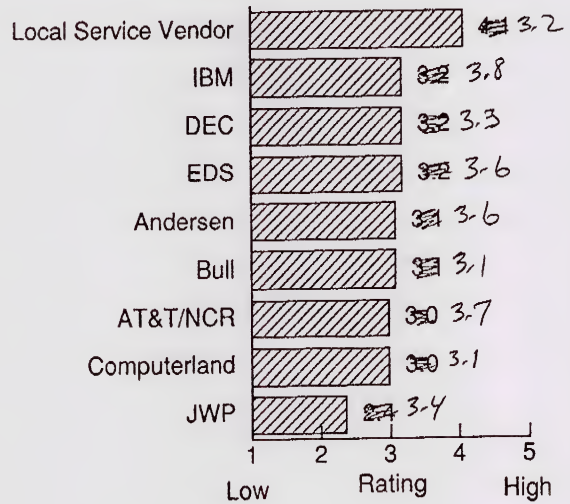
Thomas-Conrad

Exhibit C-8

User Rating of Vendors' Ability to Meet User Needs ([redacted]TA)

Tennessee

Sort by rating



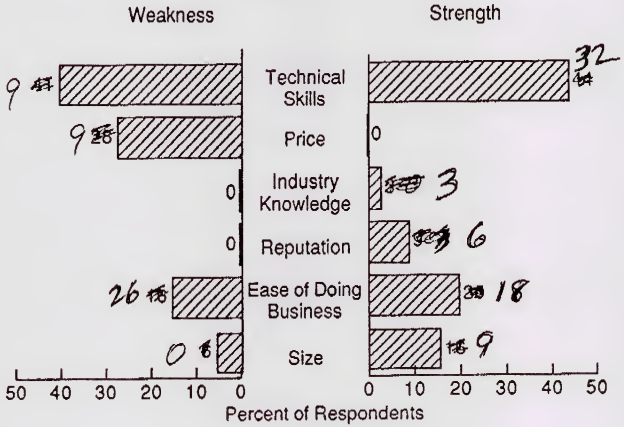
Differences of 0.4 or less are not meaningful.

Exhibit C-9

Keep in same order

IBM Strengths and Weaknesses
([redacted] TA)

Tennessee



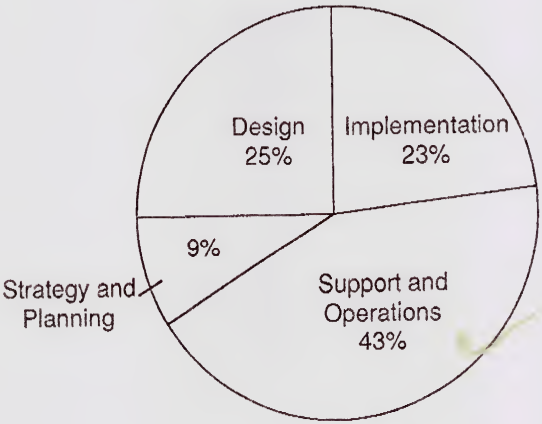
Open-ended questions coded

C

Exhibit [redacted]-1

Tennessee

1991 [redacted] TA
EUS Services Expenditures by Type of Service



1991 Services Market = $[redacted] million

95

Exhibit C-3

Tennessee [redacted] TA

EUS Services Growth Components, 1991-1994

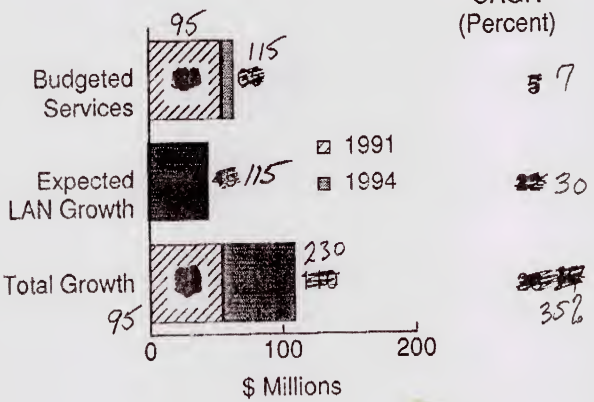
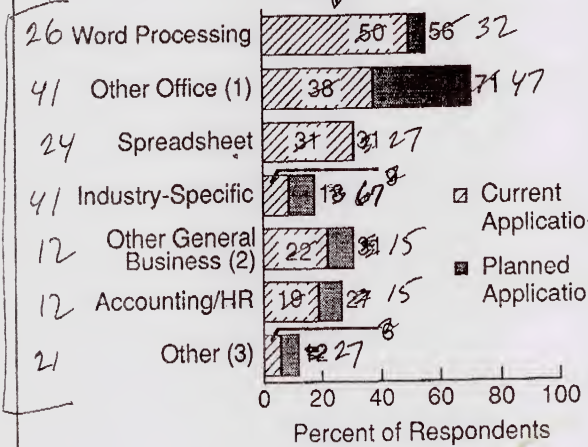


Exhibit C-5

Application Focus: Tennessee [redacted]TA



Examples
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(3) 3270 emulation, branch support

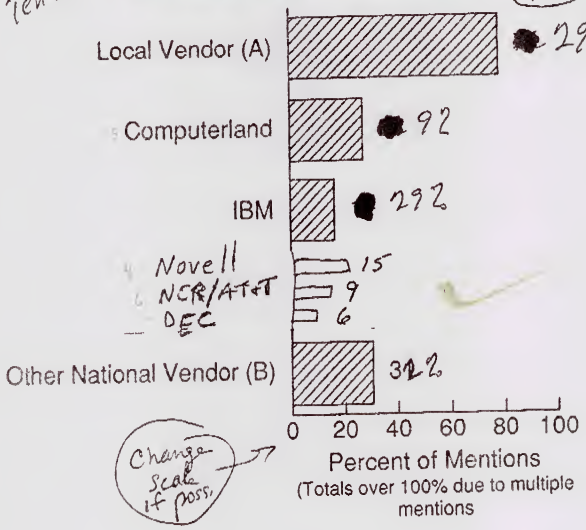
Open-ended question coded

Exhibit C-6

Vendors Supplying Services in [redacted] TA

Tennessee

Sort by rank



Change scale if poss.

A: See list in Exhibit C-7

B: Includes Apple, ~~Novell~~, Entree, ~~[redacted]~~ Andersen, Sears, Datapoint

Exhibit C-8

User Rating of Vendors' Ability to Meet User Needs ([redacted]TA)

Tennessee

Sort by rating

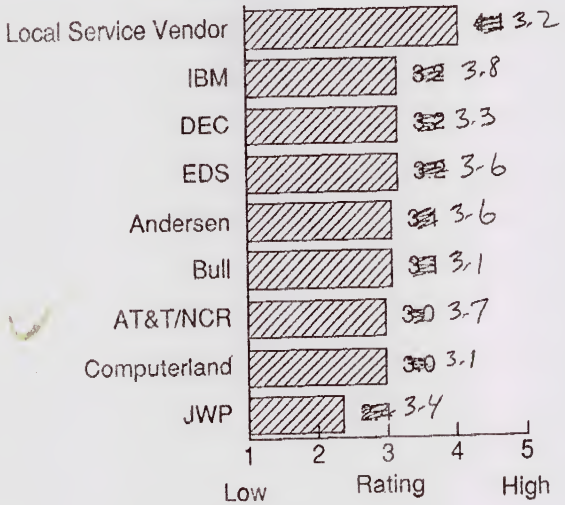


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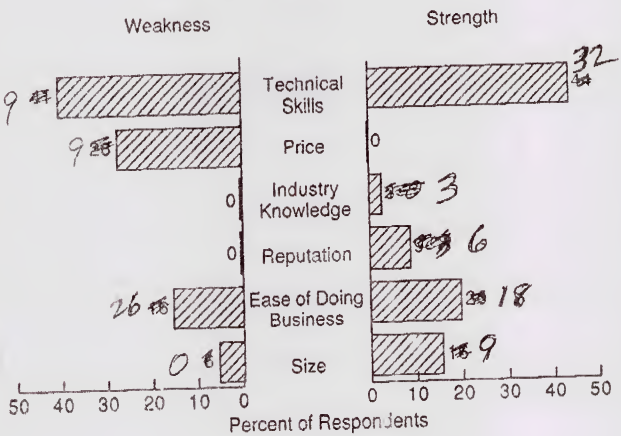
Exhibit C-9

Keep in same order

IBM Strengths and Weaknesses
([redacted] TA)

Tennessee



Open-ended questions coded

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Other:

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From: TR

Subject: Exhibit Modifications

Yes, it's me again.

These 6 exhibits were done in March for YNI13 & YNI14 (same exhibits, different numbers). Now we have another set of #s for another region.

In the ideal world I would like these back by noon (your time) Friday. However, Monday is ok.

Let me know what you can do.

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Final copy as requested